

## Service Level Agreement for the provision of the Enhanced Service in Community Pharmacy

### Access to Medicines – Call Out Scheme 2018/2019

#### Service Description

This service is aimed at the supply of specialist medicines, the demand for which is urgent and/or unpredictable, for example palliative care.

The pharmacy will stock a locally agreed range of specialist medicines and will make a commitment to ensure that users of this service have prompt access to these medicines at all times agreed with NHS England and the CCG. The pharmacy will provide information and advice to the user, carer and clinician. They may also refer to specialist centres, support groups or other health and social care professionals where appropriate. Users of this service must be registered with a Gloucestershire GP and come from referrals through NHS systems such as the Gloucestershire Out of Hours Service.

#### Service Aims

To improve access for patients, registered with a Gloucestershire GP, to specialist medicines when they are required by ensuring access and continuity of supply.

To support people, carers and clinicians by providing them with information and advice on specialist medicines, and to provide referral to other sources of assistance when appropriate.

#### Financial Details

In 2018-2019 each pharmacy contracted to provide this service will receive: -

Annual retention fee (per Pharmacy)	£256.25
'Call out' fee	£56.38
Travelling expenses	NHS staff rate – 0.56p per mile
Pharmacist telephone advice (to a clinician)	£25.63

Contractors signing up to the scheme part way through the year will receive a pro rata payment of the annual retention fee as follows: -

- Sign up in quarter 1 – 100%
- Sign up in quarter 2 – 75%
- Sign up in quarter 3 – 50%
- Sign up in quarter 4 – 25%

Payment of the annual retention fee will be made by the NHS BSA Prescription Services via the NHS Shared Business Services. Reimbursement will only be made if a signed signature sheet has been submitted to the CCG. Payments for the service will be identified on the NHS Prescription Services statement as 'Local Scheme 2'.

Payment of the call out fee, travel expenses and telephone advice will be made by the NHS BSA Prescription Services via the NHS Shared Business Services, based on claim forms submitted by the community pharmacy and signed by the pharmacist in charge, by the 5<sup>th</sup> working day of the month. Claims for the call out fee must be accompanied by a copy of the relevant script, marked 'URGENT' by the clinician and signed, timed and dated by the dispensing pharmacist, **with the patient identifiable information obscured.**

### Contract Period

This is a one year Enhanced Service which will run from 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019. Should either party wish to cease providing/commissioning this service they will give three months' notice in writing.

### Service Outline

Criteria	Statement	How evidenced
Service	<ul style="list-style-type: none"> <li>The pharmacy will supply specialist medicines in response to contact from another primary care clinician – GP/prescribing nurse or member of the public with an NHS prescription, in accordance with the existing SOP for dispensing of NHS prescriptions.</li> <li>The patient must be registered with a Gloucestershire GP and referred through NHS services.</li> <li>The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local protocols.</li> <li>The pharmacist will abide with the CCG's 'lone worker' guidelines.</li> <li>Ideally the pharmacist will request a faxed (verbal instructions taken only by prior agreement between the pharmacist and clinician) prescription and deliver the dispensed item to an agreed address.</li> <li>Payment for telephone advice is only due when the pharmacist is contacted through this scheme by a clinician working in an NHS England service.</li> <li>Community Pharmacy contractor providers of this service will comply with the General Pharmaceutical Council standards of conduct, ethics and performance at all times.</li> </ul>	The evidence of service provision will be through claims by the community pharmacy.
Training	The pharmacy contractor has a duty to ensure that all pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.	
Record keeping	The pharmacy will maintain records as specified by NHS England and the CCG, and provide access to the records on request by the NHS England Area Team or the CCG.	
Quality indicators	<ul style="list-style-type: none"> <li>The pharmacy co-operates with any locally agreed CCG or NHS England led assessment of service user experience.</li> <li>The pharmacy co-operates with any audit, (up to one) of the service in addition to the two specified audits in the community pharmacy contractual framework.</li> </ul>	